

# Consumer Bill of Rights

Consumers have these rights under Washington state law:

- ◆ To be treated with respect, dignity and privacy;
- ◆ To develop a plan of care and services that meets your unique needs;
- ◆ To the services of a certified language or sign language interpreter and written materials and alternate format to accommodate disability consistent with Title VI of the Civil Rights Act. Access to these services from any of the PIHP provider network is free of charge;
- ◆ To use any hospital or other settings for emergency care;
- ◆ To refuse any proposed treatment, consistent with chapter 71.05 and 71.34 RCW and to the extent permitted by law;
- ◆ To receive care which does not discriminate against you and is sensitive to your gender, race, national origin, language, age, disability, and sexual orientation;
- ◆ To be free of any sexual exploitation or harassment;
- ◆ To review your clinical record and be given an opportunity to make amendments or corrections;
- ◆ To receive an explanation of all medicines prescribed, including expected effects and possible side effects;
- ◆ To confidentiality, consistent with state and federal regulations;
- ◆ To be informed if the provider engages in research or educational projects affecting treatment and to be able to refuse to participate;
- ◆ To make an advance directive, stating your choices and preferences regarding your physical and mental health treatment if you are unable to make informed decisions;
- ◆ To appeal any denial, termination, suspension, or reduction of services and to continue to receive services at least until your appeal is heard by a fair hearing judge;
- ◆ To receive all services which are medically necessary to meet your care needs;
- ◆ To a second opinion from a provider within the Regional Support Network about what services are medically necessary;
- ◆ To be free from any restraint or seclusion used as a means of coercion, discipline, convenience or retaliation;
- ◆ To know who is responsible for authorizing and performing treatment and the professional status of those providing services;
- ◆ To lodge a complaint with the Ombudsman, Regional Support Network, or provider if you believe your rights have been violated. If you lodge a complaint or grievance, you will not lose service, suffer discrimination or be mistreated.

***Mental Health Ombuds***  
***of Clark County, Washington***  
*Mental Health Consumer Advocacy and Rights Protection*  
*Promoting resiliency, recovery and wellness.*

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<p><b><i>CONSUMER RESPONSIBILITIES</i></b></p> <ul style="list-style-type: none"> <li>• Participate in an individualized treatment plan.</li> <li>• Co-operate with treatment staff.</li> <li>• Keep scheduled appointments.</li> </ul>	<p><b><i>HOW DO I FILE A COMPLAINT OR GRIEVANCE?</i></b></p> <p>Talk to the ombudsman and explain your complaint.</p> <p>Contact your mental health provider to file a complaint through the agency where you are receiving services.</p> <p>Contact the Clark County Regional Support Network at (360) 397-2130 and file a grievance.</p>	<p><b><i>WHAT DOES THE OMBUDSMAN DO?</i></b></p> <ul style="list-style-type: none"> <li>• Listens to and follows up on complaints within 10 working days.</li> <li>• Researches complaints solutions.</li> <li>• Reports and recommends solutions.</li> <li>• Works with mental health providers, policy makers to improve services.</li> </ul>
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